

IN THE CLAIMS:

Please amend the claims as follows, substituting any amended claim(s) for the corresponding pending claim(s):

Claims 1 - 28 (cancelled)

1 29. (Previously Presented) A network spanning heterogeneous call center controller
2 comprising:
3 a public switched telephone network input;
4 an internet connection input;
5 a switching element responsive to the public switched telephone network input;
6 an internet protocol interface responsive to the internet connection input;
7 a telephony resource module connectable to the switching element;
8 a processor coupled to a data bus, the data bus coupled to the internet protocol interface
9 and the switching element;
10 a first set of agent output channels responsive to the switching element, the first set of
11 agent output channels directed to communicate with circuit switched agent terminals;
12 a second set of agent output channels responsive to the internet protocol interface, the
13 second set of agent output channels directed to communicate with internet enabled agent
14 terminals; and
15 a domain conversion module coupled to the switching element and the internet protocol
16 interface, the domain conversion module to convert between the internet protocol traffic and the
17 circuit switched voice traffic, the domain conversion module responsive to the internet protocol
18 interface.

1 30. (original) The network spanning heterogeneous call center controller of claim 29, further
2 comprising a data resources module to provide selected data resources via the internet protocol
3 interface.

Claims 31-48 (cancelled).

1 49. (Currently Amended) A network spanning heterogeneous call center controller ~~comprises~~
2 comprising:

- 3 an internet connection input;
- 4 a switching element responsive to a public switched telephone network input;
- 5 an internet protocol interface responsive to an internet connection input;
- 6 a processor coupled to a data bus, the data bus coupled to the internet protocol interface
- 7 and the switching element;
- 8 a first set of agent output channels responsive to the switching element, the first set of
- 9 agent output channels directed to communicate with circuit switched agent terminals;
- 10 a second set of agent output channels responsive to the internet protocol interface, the
- 11 second set of agent output channels directed to communicate with internet enabled agent
- 12 terminals; and
- 13 a domain conversion module coupled to the switching element and the internet protocol
- 14 interface to convert internet protocol traffic and circuit switched voice traffic on an inter-domain
- 15 basis between the first set of agent output channels and the second set of agent output channels.

1 50. (Currently Amended) The network spanning heterogeneous call center controller of claim
2 49 further ~~comprises~~ comprising:

- 3 a data resource module coupled to the internet protocol interface to provide selected data
- 4 resources.

1 51. (Previously Presented) The network spanning heterogeneous call center controller of
2 Claim 50 wherein the selected data resources include at least one of:

- 3 a web page support function, a caller interface generation function, and an email services
- 4 function.

1 52. (Currently Amended) The network spanning heterogeneous call center controller of claim
2 50 further ~~comprises~~ comprising:

- 3 a telephony resource module coupled to the switching module to provide selected
- 4 telephony resources.

53. (Previously Presented) The network spanning heterogeneous call center controller of Claim 52 wherein the selected telephony resources include at least one of:
a music-on-hold resource, a voice mail resource, an interactive voice response function, and a speech recognition function.

54. (Currently Amended) A network spanning heterogeneous call center ~~comprises~~ comprising:

processing circuitry;
an internet protocol (IP) interface operably coupled to the processing circuitry that supports data transmission with an IP network for receiving data traffic;
a switching element operably coupled to the processing circuitry that supports data transmission with a public switched telephone network (PSTN) network for receiving voice traffic;
a domain conversion module operably coupled to the IP interface and the switching element that supports conversion of voice traffic between a PSTN network domain and an IP network domain; and

memory operably coupled to the processing circuitry, wherein the memory stores operational instructions that cause the processing circuitry to:

when an IP-enabled agent of a plurality of IP-enabled agents is unavailable,
present the data traffic to the domain conversion module to route the data traffic through the switching element to a first set of agent output channels responsive to the switching element; and

when an agent telephone unit of a plurality of agent telephone units is unavailable,
present the voice traffic to the domain conversion module to route the voice traffic through the IP interface to a second set of agent output channels responsive to the internet protocol interface.

1 55. (Currently Amended) The network spanning heterogeneous call center controller of claim
2 54 further ~~comprises~~ comprising:

3 a data resource module to provide selected data resources via the internet protocol
4 interface.

1 56. (Previously Presented) The network spanning heterogeneous call center controller of
2 Claim 55 wherein the selected data resources include at least one of:

3 a web page support function, a caller interface generation function, and an email services
4 function.

1 57. (Currently Amended) The network spanning heterogeneous call center controller of claim
2 54 further ~~comprises~~ comprising:

3 a telephone data resource module to provide selected telephony resources via the
4 switching module.

1 58. (Previously Presented) The network spanning heterogeneous call center controller of
2 Claim 57 wherein the selected telephony resources include at least one of:

3 a music-on-hold resource, a voice mail resource, an interactive voice response function,
4 and a speech recognition function.